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Telephone (612) 373-6900

Facsimile (612) 339-3061

October 19, 2006

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FROM: Andre L. MaraisOUR REF: 2046.085US1**FAX NUMBER (571) 273-8300**Document(s) Transmitted: Request for Withdrawal as Attorney or Agent (1 pg.)Total pages of this transmission, including cover letter: 2 pgs.

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In re. Patent Application of: Robert Joyce et al.Examiner: (None entered)Serial No.: 10/687,956Group Art Unit: 2173Filed: October 17, 2003Docket No.: 2046.085US1Title: METHOD AND SYSTEM TO PROVIDE EXPERT SUPPORT TO A CUSTOMER
WITH A CUSTOMER INTERACTION SYSTEM

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PTO/SB/83 (01-06)

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REQUEST FOR WITHDRAWAL AS ATTORNEY OR AGENT AND CHANGE OF CORRESPONDENCE ADDRESS

Application Number	10/687,956
Filing Date	Oct 17, 2003
First Named Inventor	Robert Joyce
Art Unit	2173
Examiner Name	
Attorney Docket Number	2046.085US1

To: Commissioner for Patents
P.O. Box 1450
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Please withdraw me as attorney or agent for the above identified patent application, and

- ☐ all the attorneys/agents of record.
- ☐ the attorneys/agents (with registration numbers) listed on the attached paper(s), or
- ☒ the attorneys/agents associated with Customer Number 21186

NOTE: This box can only be checked when the power of attorney of record in the application is to all the practitioners associated with a customer number.

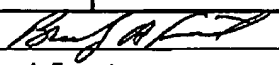
The reasons for this request are: The assignee/client has requested that the file be transferred to another attorney for future prosecution. We wish to withdraw from representation consistent with the assignee's/client's request.

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Name	Bradley A. Forrest		Registration No.	30,837
Date	10-17-2006		Telephone No.	612.373.6900

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